Hadi Gunawan

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SUMMARY

An aspiring Data Analyst with an academic background in Informatics Engineering (Computer Science) from Universitas Pamulang. With 9 months of hands-on experience as a Tableau Developer and an additional 3-month internship as a Data Analyst, I possess a solid foundation in data analysis and visualization.

My passion lies in the field of data science, and I am eager to explore various roles such as data analyst, business intelligence specialist, data engineer, and more. While I have focused on data-related domains, I remain open to exciting opportunities in diverse fields.

Throughout my academic journey and career, I have honed my skills in various data science tools and methodologies. My proficiency includes SQL, databases, Tableau, Power BI, Google Data Studio, Python and Microsoft Excel (Including more Microsoft Offices program). Furthermore, I have developed essential soft skills, including effective communication, negotiation, problem-solving, and collaboration, which have proven invaluable during my previous work engagements.

EXPERIENCE

Data Analyst – Tableau Developer, PT. Bank Negara Indonesia (Persero) Tbk   Oct 2022-Jul 2023

- Proficiently translated mockups and data requirements into highly functional Tableau dashboards. Developed a strong understanding of user needs and effectively implemented data visualizations to deliver actionable insights.

- Prepared detailed user guides, documentation, and reports to accompany Tableau dashboards, ensuring users' seamless understanding and successful utilization of the provided data tools. Provided responsive support and addressed user queries, resulting in enhanced user engagement.

- Worked closely with stakeholders, including team leads, engineers, and end-users, to assess data needs and gather feedback for iterative improvements. Employed effective communication and project management skills to deliver dashboards that met or exceeded expectations.

Data Analyst Intern, SAC Indonesia   Jun 2022-Sep 2022

- Conducted thorough data validation, cleaning, and consolidation from diverse sources to ensure data accuracy for analysis.

- Played a key role in the successful completion of approximately 20 reports for clients during the internship. These reports provided valuable insights into key metrics and trends, supporting clients in making informed business decisions.

- Contributed to social media sentiment analysis and competitor analysis projects, providing valuable data to enhance clients' market positioning and strategic planning.

Retention and Winback, MyRepublic Indonesia   Aug 2018-Jul 2020

- Proactively initiated outbound calls to customers identified as having a propensity to churn or switch to competitors, employing a customer-centric approach to minimize churn. Conducted surveys, upsold products, and provided personalized assistance, ensuring optimal customer retention.

- Collaborated in resolving customer issues and escalating critical reports to relevant departments, streamlining problem-solving processes and enhancing customer satisfaction. Proficiently utilized Google Sheets, CRM, Zendesk, internal CRM, and Hermes tools for efficient task management and communication.

- Consistently achieved exceptional performance, meeting and surpassing 100% of Key Performance Indicators (KPIs) each month. Demonstrated a dedication to excellence and a results-driven approach in achieving organizational goals.

LICENSE AND CERTIFICATIONS

SQL Fundamentals Track (DataCamp)

Learning and practicing about Structured Query Language (SQL), in this course I'm learning from basic to intermediate, window functions, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more.

Python Fundamentals Track (DataCamp)

Learning and practicing about python from basic (Data Analysis, Exploratory Data Analysis (EDA)), learn some packages and libraries such as Pandas, Matplotlib (Data Visualization), and NumPy

Tableau Fundamentals Track (DataCamp)

Learning and practicing about data preparation, data interpretation, identification, data visualization, getting insight from data, building dashboard, make a storytelling of data using Tableau.

And many more (don't hesitate to visit my LinkedIn profile, thank you)...

SKILLS

Hard Skills and Software: SQL, Tableau, Python, Power Bi, Google Sheets, Google Data Studio, Ms. Office (Excel, Word, PowerPoint), Figma, MySQL, SQL Server, Google BigQuery, HTML, CSS, Github, Adobe Photoshop, Balsamiq Mockup, VSCode.

Soft Skills: Communication, Critical Thinking, Teamwork, Adaptability, Problem-Solving, Collaboration.

LANGUAGE

Bahasa Indonesia: Native Speaker

English: TOEFL Score = 533 (Valid until 28 Jul 2025)

EDUCATION

Bachelor of Informatics Engineering (Computer Science)	**Universitas Pamulang**	**Sep 2017-Aug 2021** **GPA: 3.46/4.00**

Relevant coursework: Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Basic Physics, Computer Programming, Data Structures, AI, DSS.